

INTRODUCTION:

The purpose of this pamphlet is to guide you through the process of closing your child support case. Only custodial persons can close a case. It is important that custodial persons keep track of their cases, and provide as much information to the Division of Child Support Enforcement (DCSE) as possible.

How do I close my case?

Only custodial persons may request to close a case. To be eligible to close your case, you cannot have any assigned arrears. Assigned arrears are any arrears that have accumulated before or during the time you received public assistance. This pamphlet will explain how to qualify for case closure in the next few sections.

To close your case, you simply must submit a request for case closure in writing to your local DCSE office. All you need to do is write down on a sheet of paper that you wish to close your case, include your case number, the non custodial parent’s name, sign it, and turn it in to your local DCSE office.

NEVER ASSISTANCE CASES:

What is a never assistance case?

A never assistance case is a case in which you have never received TANF or any other form of public assistance.

If my case is a never assistance case, when can I request to close my case?

If you have never received public assistance in the form of TANF (formerly known as AFDC), you can close your case at any time.

I plan on moving out of the state soon. Do I have to close my case in Arizona and reopen it in another state?

If you are moving to another state, it is not necessary to close your case in Arizona. As long as you provide Arizona DCSE with your new address information, your support payments can still be processed through Arizona’s DCSE. You will still receive regular support payments, and you will not have to open a case in another state.

CURRENT ASSISTANCE CASES:

What is a current assistance case?

A current assistance case is a case in which you are receiving assistance from TANF right now.

If my case is a current assistance case, when can I request to close my case?

If you are currently receiving public assistance, you cannot close your case. Any arrears that accumulate while you are receiving assistance are what are called assigned arrears. Assigned arrears are used to pay back the state for the amount of public assistance it has given to you. After all of your assigned arrears are paid, the remaining amount of arrears will be given to you. Once the assigned arrears are paid and you are no longer receiving assistance, you will be able to close your case.

FORMER ASSISTANCE CASES:

What is a former assistance case?

A former assistance case is a case in which you at one time were receiving cash assistance but are not receiving it now.

If my case is a former assistance case, when can I close my case?

If you do not owe state assigned arrears of \$500 or greater, you can request to close your case. If you owe state assigned arrears of \$500 or greater to the State of Arizona, you cannot close your case. State assigned arrears are arrears that go unpaid while you are receiving public assistance, or arrears that

existed before you received public assistance. These arrears are used to reimburse the state for the amount that you received in public assistance. Your case will not be closed until these arrears are less than \$500, or until the DCSE cannot enforce the arrears under State law. If the DCSE receives an amount of arrears greater than the amount you received in public assistance, then the excess amount will be given to you. After this the case may be closed.

GENERAL INFORMATION:

I plan to move soon. What should I do to make sure my case isn’t closed?

If you plan to move, make sure to notify your DCSE office as soon as possible. This will ensure that you continue to receive payments on time and avoid having your case closed.

If the DCSE loses contact with you, the DCSE will send you a letter through first class mail to your last known address to try to establish contact with you. If the DCSE is unable to contact you within 60 days, the DCSE will send another letter to your last known address informing you of the State’s intent to close your case. You have 60 days from the date this letter is mailed to respond. If you do not respond, your case will be closed.

Can I reopen my case with the DCSE if I have already closed it?

If you have closed your case, you can reopen it at any time prior to the child(ren)’s emancipation. Any arrears that have accrued will need to be recalculated.

Will my case close automatically when my child emancipates?

When your child emancipates, your case does not automatically close. If you still have assigned arrears, your case will not close until the assigned amount is paid to reimburse the state for public assistance given to you. Also, you may be owed

arrears upon your child(ren)’s emancipation, and it may still be possible to collect them after your child(ren)’s emancipation.

If you have received current support up to the date of your child’s emancipation, have no assigned arrears, and are not owed arrears, the DCSE will automatically begin the closure process. You will receive a letter in the mail notifying you that your case will close in 60 days.

My child has emancipated, but the non-custodial parent still owes me \$5,000 in arrears. Will the DCSE close my case after a certain amount of time?

When your child emancipates, you have three years from that date to ask the court for a judgment for support arrearages. As of August 6, 1999, once a request for judgment for support arrearages is granted, the DCSE can enforce your case until the arrears are fully paid.

If you have more than one child in your support order, you can file a request for judgment for support arrearages up to three years after the youngest child on the order emancipates. This will allow the DCSE to collect arrears for all of the children on the court order until the arrears are paid in full.

The DCSE can file a request for judgment for support arrearages in your case. You should contact your local DCSE Office when your child emancipates.

Can the DCSE close my case if the non-custodial parent cannot be located?

If the DCSE is unable to locate or establish contact with the non-custodial parent in your case after three years, your case may be closed. The DCSE might be unable to locate the non-custodial parent because there is not enough information to find him/her, or because the non-custodial parent is in a country that does not have any child support enforcement agreements with the U.S.

It is very important that you give the DCSE as much information as possible about the non-custodial parent. Under the new federal laws, sufficient information is defined as a name and a date of birth. If you are applying to receive public assistance, and you do not have these two pieces of information, you will have to sign what is called an attestation to lack of information. When you sign this form, this means that you admit to not knowing this information at the time you apply for services. Should you acquire any new information, you should contact your local DCSE office.

Will my case be closed if the non-custodial parent is imprisoned or institutionalized?

If the non-custodial parent is imprisoned or institutionalized, and there is no possibility for parole or release before your child emancipates, your case may be closed. It is possible that the DCSE will not close your case if the non-custodial parent has any income or assets that can be levied or attached for support. If the non-custodial parent is incarcerated or institutionalized and there is a possibility for parole or release before your child’s emancipation, your case will remain open.

Under the Americans with Disabilities Act (ADA), the Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. This document is available in alternative formats by contacting (602) 252-4045.

LOCAL AREA CHILD SUPPORT OFFICES :

**Apache County
DCSE Flagstaff Office**
2323 N. Walgreen’s St.,
#100
Flagstaff, AZ 86004
Phone: (928) 527-0924
(800) 517-7365

**Cochise County Child
Support Services of AZ**
Warren Plaza
7 Bisbee Road, Suite D
Bisbee, AZ 85603
Phone: (520) 432-3161
Toll Free (866)358-0616

**Coconino County
Flagstaff DCSE Office**
2323 N. Walgreen’s St.,
#100
Flagstaff, AZ 86004
Phone: (928) 527-0924
(800) 517-7365

**Gila County
Attorney’s Office
Child Support Division**
157 South Broad St.
Globe, AZ 85501
Phone: (928) 425-4464

**Graham County
Safford DCSE Office**
1938 Thatcher Blvd.
Safford, AZ 85546
Phone: (928) 428-6648

**Greenlee County
Safford DCSE Office**
1938 Thatcher Blvd.
Safford, AZ 85546
Phone: (928) 428-6648

**La Paz County
Attorney’s Office**
P.O. Box 809
1121 Geronimo
Parker, AZ 85344
Phone: (928) 669-6469

**Maricopa County
Offices:**

**Mailing address for all
Maricopa County
Offices:**
P.O. Box 40458
Phoenix, AZ 85067

**DCSE North/South
Region Office**
2222 West Encanto
Phoenix, AZ 85009

**DCSE East Region
Office**
1255 West Baseline,
Suite 258
Mesa, AZ 85202

**DCSE West Region
Office**
8910 N. 43rd Ave.
Suite 105
Phoenix, AZ 85302

**All Maricopa County
Office Phone Numbers:**
Phone: (602) 252-4045
(800) 882-4151

**Mohave County
Kingman DCSE Office**
519 East Beale St.,
Suite 110
Kingman, AZ 86401
Phone: (928) 753-3134

**Navajo County
Attorney’s Office**
P.O. Box 668
121 W. Buffalo
Holbrook, AZ 86025
Phone: (928) 524-4730

**Navajo Nation
Department of Child
Support Services**
P.O. Box 160
Chinle, AZ 86503
Phone: (520) 674-2300

**Pima County
Tucson DCSE Office**
7202 E. Rosewood, Suite
100
Tucson, AZ 85710
Phone: (520) 622-7000

**Pinal County
Attorney’s Office**
P.O. Box 608
30 N. Florence St., #D
Florence, AZ 85232
Phone: (520) 868-6615

**Santa Cruz
Child Support Services
of Arizona**
1860 North State Dr.,
Suite 6
Nogales, AZ 85621
Phone: (520) 761-4787

**Yavapai County Child
Support Services of
Arizona**
122 North Cortez St.,
Suite 306
Prescott, AZ 86301
Phone: (928) 771-1090

**Yavapai Child Support
Services of Arizona**
1695 E. Cottonwood St.,
A
Cottonwood, AZ 86326
Phone: (928) 639-3131

**Yuma County
Yuma DCSE Office**
1310 South 3rd Ave.
Yuma, AZ 85364
Phone: (928) 539-1998

**Department of Economic
Security
Division of Child Support
Enforcement**



**A
CUSTODIAL
PARENT’S
GUIDE TO CASE
CLOSURE**

Equal Opportunity Employer/Program

Disponible en español.

CSE-1054APAMNA (11-02)



Arizona Department of Economic Security
Quality Service, Organizational Pride,
Client Self-Sufficiency